



GUIDE TO MEDICAL CENTER SERVICES

Dear Veteran:

Welcome to the St. Cloud VA Medical Center. Our staff is dedicated to working toward one purpose – fulfilling your needs as a patient. We welcome the opportunity to serve you as the most important person in our medical center.

We hope that this “Guide to Medical Center Services” will answer questions you may have about your VA health care. We encourage your comments about your care. Your input will help us to continue to meet our goal of providing quality health care to Veterans.

A handwritten signature in black ink, appearing to read 'Barry I. Bahl'.

Barry I. Bahl
Medical Center Director

The VA Mission

*Honor America's Veterans
by providing exceptional health care
that improves their health and well-being.*

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Primary and Medical Subspecialty Care & Specialty Care

Primary Care, Subspecialty Care & Specialty Care Services help Veterans through the management of acute and chronic disease. Care provided includes a variety of programs:

Primary and Medical Subspecialty Care Outpatient Services:

- General Medicine Clinics
- Internal Medicine Clinics
- Clinical Pharmacy
- Hematology/Oncology Clinic
- Rheumatology Clinic
- Telephone Care Program
- Chronic Disease Education
- Chronic Disease Case Management
- Home Care Telehealth
- Compensation and Pension Exams
- Environmental Exams
- Women's Health Clinic
- Transition Clinic (Operations Enduring & Iraqi Freedom Veterans)
- Urgent Care Clinic

Surgical and Specialty Care Services:

- General Surgery
- Gastroenterology
- Orthopedics
- Podiatry
- Urology
- Optometry (for eligible Veterans)
- Audiology (for eligible Veterans)
- Dental (for eligible Veterans)

Community Based Outpatient Clinics provide general health care to eligible Veterans near their homes. For more information on this option for care, call the **Eligibility office at (320) 255-6340**.

Community Based Outpatient Clinics (CBOC) are located in Brainerd and Montevideo, Minnesota. A new Community Based Outpatient Clinic will open in Alexandria, Minnesota in the summer of 2009.

Primary Medicine & Specialty Care Services

Clinic Appointments

Clinic appointments are pre-scheduled for you. You will receive an appointment letter approximately 30 days prior to your appointment. If you need to reschedule your appointment please call **(320) 255-6339**.

Telephone Care (Triage)

Telephone Care is staffed by registered nurses (RNs) who will assist you with medical questions or concerns that may arise between clinic visits. We encourage you to use Telephone Care because your health care questions can be answered and your needs can often be taken care of over the telephone. After the nurse reviews your problem, he/she may:

- Refer you to your local emergency room
- Give you an appointment with your doctor
- Give you instructions to follow for self care

When you place your call to Telephone Care, please be ready to give the following information:

- Your name
- The last four digits of your Social Security number
- The name of your health care provider

Call for Care:

Monday-Friday 8:00 a.m. to 4:30 p.m. – (320) 252-1670, option #4

**Weekends, Holidays, Evenings, Nights call
NURSE VA at 1 (866) 687-7382**

Suicide Prevention Hotline 1 (800) 273-8255

IF YOU ARE HAVING AN EMERGENCY, PLEASE CALL 911

Urgent Care Clinic

Urgent Care is not emergency care. Veterans who have a potentially life-threatening medical condition should call 911 or go directly to the nearest emergency room.

The Urgent Care Clinic provides medical care for patients with an acute medical or psychiatric illness and/or minor injury for which there is a pressing need for treatment to prevent the condition from worsening or making recovery less likely.

The Clinic is staffed with a medical provider, registered nurses and medical support services.

Hours of Operation:

8:00 a.m. – 6:00 p.m.

7 days a week, including Federal holidays

Location:

Building One (Main Building)

Between 8:00 a.m. & 4:30 p.m. Monday–Friday, call (320) 252-1670, option 4

After hours and on weekends and holidays, call 1 (866) 687-7382

Care provided:

The Urgent Care Clinic provides medical care for patients with an acute medical or psychiatric illness and/or minor injury for which there is a pressing need for treatment to prevent the condition from worsening or making recovery less likely.

Care not provided:

- Emergency medical care
- Pediatric care
- Maternity care

Detoxification care:

- Patients with planned admissions to Mental Health programs come through Building 111. Those without planned admissions will be evaluated where they present.

Emergency Care in Non-VA Facilities

At some time in your life, you may need emergency care. **When you need emergency care, you should go to the nearest hospital that has an emergency room.** If you go to the hospital in an ambulance, the paramedics will usually take you to the closest emergency room.

What is a medical emergency?

A medical emergency exists when an injury or illness that is so severe that without immediate treatment, the injury or illness threatens your health or your life.

How do I know if what is wrong with me is an emergency?

Use your best judgment. If you believe you are suffering from an emergency, call 911 or go to the nearest emergency room.

Do I need to call the VA before I obtain emergency care?

No. Call 911 or go to the nearest emergency room. If you are admitted, your family, friends or hospital staff should contact the nearest VA medical center as soon as possible to provide information about your emergency room visit.

Does my enrollment in the VA Health Care System change my coverage for emergency care?

Yes, it may. The VA Medical Center's Fee Basis clerk can explain your options. You may reach the Fee Basis department at (320) 252-1670, ext. 6483.

Does my other insurance (TRICARE, Medicare, Medicaid, Blue Cross, etc.) change my VA coverage for emergency services?

Yes, it may. A VA Medical Center Fee Basis clerk can explain your options. You may reach the Fee Basis department at (320) 252-1670, ext. 6483.

Will VA pay for emergency care if I am in jail?

No. Usually, the jail has the responsibility for providing you with medical care.

Emergency Care in Non-VA Facilities

Will VA pay for emergency care received outside the United States?

Yes, but VA will only pay for emergency care outside the US if your emergency is related to a service-connected condition. Contact the VA Health Administration Center at (877) 345-8179 for more information, or go to <http://www.va.gov/hac/hacmain.asp>.

How long do I have to file a claim for reimbursement for emergency medical care?

Please file your claim with the nearest VA medical center quickly. If your regional office recently determined your benefits, you should submit a reimbursement claim as soon as you can. Time limits usually apply. Contact the medical center's Fee Basis department at (320) 252-1670, ext. 6483 for an explanation of these limits.

Will I have to pay for a portion of my emergency care?

You may have to pay for a portion of your emergency care. Whether you will need to pay a portion depends on several factors. These factors vary according to the care you received. The VA medical center's Fee Basis department can explain these factors and how they affect your need to pay for part of your care.

If I am admitted to the hospital because of an emergency, what will VA pay?

This depends on your VA eligibility status and other factors. VA may pay all, some or none of the charges after you are admitted. The VA Medical Center's Fee Basis department can explain these factors and their impact on your particular circumstance.

Other

You can get more answers to your questions on the Health Administration Center Internet website at <http://www.va.gov/hac/hacmain.asp> under Non-VA Care.

You may also contact the Fee Basis department in the St. Cloud VA Business Office at (320) 252-1670, ext. 6483 for details about your specific situation.

Mental Health Services

Mental Health Services provides treatment for mental, emotional, and substance abuse issues in both inpatient and outpatient settings. Primary medicine services are also provided to Veterans who are seen in this setting.

Mental Health Care Programs

Acute Inpatient Treatment

- This unit provides inpatient treatment for Veterans whose mental health conditions have worsened significantly or Veterans with substance abuse disorders who are in need of detoxification.

Outpatient Treatment

- Individual Therapy
- Group Therapy
- Case Management/Care Coordination
- Couples Groups
- Psychopharmacology Management
- Vocational Rehabilitation Services

Adaptive Skills Training in:

- Bi-Polar Disorder
- Depression
- Grief/Loss Issues
- Thought Disorders
- Anger Management
- Post-Traumatic Stress Disorder (PTSD)

Care for Medical Conditions

Scheduling: Monday-Friday (except federal holidays), 8:00 a.m. – 4:30, p.m.,
Call (320) 252-1670 and choose option 2. Then, press 2 again for Mental Health Clinic
Scheduling.

If your call is urgent, please let us know.

Weekends, Holidays, Evenings, Nights call

NURSE VA at 1 (866) 687-7382

Suicide Prevention Hotline 1 (800) 273-8255

IF YOU ARE HAVING AN EMERGENCY, CALL 911

Mental Health Services

Residential Rehabilitation Treatment Programs offer comprehensive treatment, education and therapy for mental illness, substance use/abuse and Post Traumatic Stress Disorder (PTSD) in a residential setting.

The program also includes:

- Mental Health Clinic follow-up appointments
- Community housing placement assistance
- Domiciliary care – time-limited stay
- Evening substance abuse treatment, aftercare and follow-up
- Vocational Rehabilitation Services, including individual vocational counseling and sheltered workshop experience
- Transitional work experience in which the Veteran works on a VA contract at community employer's job site
- Supported Employment in which the Veteran is hired to work for a community employer at the employer's job site

Admission Information

Monday – Friday 8:00 a.m. to 4:30 p.m. call (320) 255-6390

**Weekends, Holidays, Evenings, Nights call
NURSE VA at 1 (866) 687-7382**

Suicide Prevention Hotline 1 (800) 273-8255

IF YOU ARE HAVING AN EMERGENCY, CALL 911

Extended Care & Rehabilitation Services

Extended Care & Rehabilitation Services provides quality care for Veterans in need of transitional rehabilitation.

Extended Care & Rehabilitation programs:

- Nursing Home Care
- Sub-acute Care
- Adult Day Health Care
- Dementia Care
- Home Based Primary Care
- Home Care Telehealth
- Ventilator Dependent Care
- Geropsychiatry
- Rehabilitation (Occupational Therapy, Physical Therapy, Speech Therapy, Music Therapy, Physiatry)
- Prosthetics Services
- Hospice Care
- Respite Care
- Pastoral Care Counseling
- Pet Therapy
- Polytrauma Support Clinic Team
- Geriatric Evaluation and Management
- Dementia Case Management
- Psychology Services
- Fitness and Wellness Exercise
- Home Improvement Structural Alterations

Admissions Coordinator: (320) 255-6414

Home and Community Care: (320) 255-6369

Adult Day Health Care: (320) 255-6363

Rehabilitation Information: (320) 255-6323

Pharmacy

The VA Pharmacy provides a wide range of medication and medical supplies for patients who are eligible for VA services.

When you receive medication and/or medical supplies from the VA it is important that you do the following:

1. Each time you meet with your provider, be sure to **bring a list of all medications you are currently taking**. This includes medication you are receiving from the VA, prescriptions you get from another pharmacy, non-prescription medications you purchase in the community, and any herbal supplements you may be taking. Please share this information with your provider.
2. Each time you meet with your provider, following your appointment, **please visit the Pharmacy staff located in the clinic area**. You will receive important education about any new medications that have been prescribed for you and will have the opportunity to ask questions about your medication and identify which medications you wish to receive from the VA. If you need medication on the day of your visit, your prescription will be processed and be available for pick-up in the central Pharmacy (Building 5.) Please let the Pharmacy staff know if you do not wish to receive a medication or refill.
3. Prescription refills are provided upon your request. Please be sure to **request medication about two weeks before you will need a new supply to be sure you don't run out of your medication**.

Can I get my medications at the VA?

Yes. Your VA provider will evaluate your medical condition and prescribe the medications you need. Your prescription will be filled at the VA pharmacy. You can pick up your medications at the pharmacy or have them mailed to you. Generally, your request for a prescription refill will be sent to you through the mail.

Pharmacy

How do I request a prescription refill?

It is best to request a prescription refill about two weeks before you will need additional medication or supplies. **Refills are not sent automatically.** You must request additional supplies. You may request a refill several ways:

- **By mail:** Each time you receive a prescription, you will receive refill request forms. If these forms are misplaced, you can request a refill in a letter. Mail your request to:

Pharmacy Service (SS-119)
VA Medical Center
4801 Veterans Drive
St. Cloud, MN 56303

- **At the VA:** You may visit the Pharmacy staff located in the clinic area and make your request.
- **Through the VA's Web portal:**
www.myhealth.va.gov
- **By Telephone (using a touch-tone phone):**
1-800-661-0827
- **By calling the Pharmacy Triage staff:**
Monday - Friday between 8:00 a.m. and 4:30 p.m.
(320) 255-6345

Does the VA have all the medications I need?

The VA pharmacy carries a wide variety of medications. Deciding which medications are right for you is a shared responsibility between you, your VA provider and your VA pharmacist. Because the VA is not able to carry every medication available on the market, you may not get a particular brand name medication. Your provider and pharmacist will select the best medication for you.

Pharmacy

Will I need to pay for my medications and medical supplies?

Some Veterans are required to make a co-payment for medications.

There is no co-payment charge for medications used to treat service connected conditions. The need to pay a medication co-payment for non-service-connected conditions is determined by your VA eligibility status. There is never a co-payment charge for medication supplies.

If you have questions about your eligibility or co-payment requirements, please call the VA Eligibility Office at (320) 255-6340, Monday – Friday, between 8:00 a.m. and 4:30 p.m.

Will the VA Pharmacy fill prescriptions I get from a private provider?

Some Veterans choose to receive medical care from both their community provider and a VA provider. This is called co-managed care.

In order for a Veteran to be considered for co-managed care, s/he must have a VA provider and be evaluated periodically. The VA provider will decide which medications are appropriate.

The VA Pharmacy is only authorized to fill prescriptions written by VA health care providers. If you receive care from a community provider, you should discuss your medication needs during your next scheduled appointment with your VA provider. If there is agreement about your diagnosis and the treatment needed, your VA provider may prescribe the same or a similar medication for you.

It is important that you keep your community provider informed about your visits and treatment by your VA provider. You are responsible for obtaining and providing the VA with all necessary records and documentation from your community provider.

Pharmacy

How to request a prescription written by a community provider:

To process your request for a prescription written by your community provider, please submit the following information:

1. A copy of your non-VA prescription.
2. A copy of your discharge summary if prescriptions are related to a recent hospitalization,

or

A copy of your non-VA provider's progress notes and lab results from the appointment during which your community provider wrote the prescription.

This information should be mailed to:

Triage Clerk (PM-136A)
VA Medical Center
4801 Veterans Drive
St. Cloud, MN 56303

Fax copies of the information will be accepted at (320) 255-6416

Please Note:

It may take several days for VA staff to review the prescription and medical records from your community provider. You should make arrangements on your own, to get your medications from a community pharmacy if your community provider tells you that you should start taking medication immediately.

My HealtheVet - Online Personal Health Record

My HealtheVet is VA's award-winning online Personal Health Record. My HealtheVet provides Web-based tools that help Veterans become active partners in their own health care, allowing them to make informed health decisions and store important health information. Through My HealtheVet, Veterans can access trusted, secure, and informed health and benefits information, at their convenience.

To access MyHealtheVet, go to www.myhealth.va.gov and follow the instructions on how to register. To get the most out of your My HealtheVet Personal Health Record, get an upgraded account, known as In-Person Authentication (IPA). Click on the IPA section, watch a short video, sign a form and take it to the Medical Center's Release of Information Office. This will allow you to access all new MyHealtheVet features, such as:

- Activity & Food Journals
- Healthy Living Centers
- Log your Military Health History
- Personal Health Journals
- Trusted Health Information
- VA Benefits & Services
- VA Prescription Refills
- Health Information Tracking & Graphing

Soon, Veterans who have completed their In-Person Authentication can also view appointments, use secure messaging and receive wellness reminders.

For more information about the My HealtheVet program, contact Richard Schwegel at (320) 252-1670, ext. 6764.

Special Veterans Programs

Operation Iraqi Freedom/Operation Enduring Freedom Combat Veterans Program Office (320) 255-6453

Mike Mynczywor, Program Manager (320) 252-1670, ext. 6546
Mike Mathies, Social Work Case Manager (320) 252-1670, ext. 6275
Deb Schumacher, RN Case Manager (320) 252-1670, ext. 6252
Patrick McKenzie, RN Case Manager (320) 252-1670, ext. 7283
Krystyna Smoley, Program Support (320) 255-6453

Homeless Veterans Program Manager

Carolyn Anderson
(320) 252-1670, ext. 7190

Low Vision Program Manger

Heidi Ampe
(320) 252-1670, ext. 7235

Military Sexual Trauma Program Manager

Peggy Truax
(320) 252-1670, ext. 6849

Minority Veterans Program Manager

Katrina Wilder
(320) 252-1670, ext. 6566

Patient Advocates

Joan Vincent, Cheri Leonard, Leah Olson & Charity Hovre
(320) 255-6353

Spinal Cord Injury Program Manager

Dolores Pistulka
(320) 252-1670, ext. 6996

Suicide Prevention Program Manager

Pamela End of Horn
(320) 252-1670, ext. 6542

Traumatic Brain Injury & Polytrauma Program Manager

Heidi Ampe
(320) 252-1670, ext. 7235

Women Veterans Program Manager

Mickie Pittman-Leyendecker
(320) 252-1670, ext. 6798

Other Services Available

American Legion Representative

(320) 252-1670, ext. 6708
Building T100 Room 125
Monday – Wednesday 7:30 a.m. - Noon

Disabled American Veterans Representative

(320) 252-1670, ext. 6676
Building 8 Basement
Monday – Friday 8:00 a.m. – 4:30 p.m.

Stearns County Veteran Service Officer

(320) 656-6176
Building T100 Room 125
Thursdays 8:00 a.m. – 11:30 a.m.
Fridays 8:00 a.m. – 11:30 a.m.

Veterans Benefit Administration Advisors

Duane (Dewey) Kamp & Patricia Manley
Building T100 Room 106
Wednesdays from 9:00 a.m. – 3:00 p.m.
(320) 252-1670, ext. 6259

Veteran Voting

Contact Recreation Therapy Voluntary Service Office
Building 8, Room 106
(320) 255-6365 or dial extension 6365
Or contact the Recreation Therapist assigned to your unit
(Please see page 23 for complete information on voting.)

Veterans' Health Benefits

Access to VA Care

If you need to obtain information regarding your medical benefits, please contact the Eligibility office at **(320) 255-6340**.

Insurance

In 1985, the U.S. Congress passed the Medical Care Cost Recovery Act. This Act requires the Department of Veterans Affairs to bill third party health insurance for medical care provided to Veterans for treatment of their non-service connected conditions or disabilities.

Income Verification Matching

Public law allows the VA to compare Veteran-reported means test income data with the IRS and Social Security Administration records.

This matching is used for non-service connected Veterans whose eligibility for VA medical care is based on income. If your eligibility for VA medical care is based on income, you will be asked to provide income information for yourself, your spouse and your dependents. All Veterans are asked to provide health insurance and employment information. Your VA means test is based on your prior year's gross income and must be updated annually.

Visitor Information

Parking

Parking is available for visitors in designated areas around the facility. Please see the map at the back of the packet. Cars that are improperly parked in handicapped or no parking zones will be ticketed or towed at the owner's expense.

St. Cloud VA Medical Center – A Smoke Free Facility

The St. Cloud VA Medical Center is a smoke-free facility. Please observe signage around the buildings and extinguish all smoking materials before entering the facility.

Canteen Service

The Canteen Retail Store is open Monday through Friday from 8:00 a.m. to 3:30 p.m. The Retail Store stocks gifts, cards, snacks, clothing and personal items.

The Canteen Cafeteria is open Monday through Friday from 7:30 a.m. to 3:15 p.m. The canteen has breakfast and lunch menus.

Vending machines are located throughout the Medical Center.

ATM Machine

An ATM machine is located in Building Five, near the Pharmacy.

Chapel and Meditation Room

The VA Chapel is open every day from 8:00 a.m. to 4:30 p.m. Services are held on a daily basis except for Saturdays.

Monday through Friday:

Morning Devotions: 8:15 a.m.

Catholic Mass or Catholic Communion Service: 11:30 a.m.

Sunday:

Protestant Worship: 9:30 a.m.

Catholic Mass: 8:30 a.m., 10:45 a.m., and 4:00 p.m.

Confession on request

Native American Sweat Lodge meets twice a month on Wednesdays from 10:30 a.m. until 12:30 p.m. Those wishing to participate must get medical clearance from their health care provider. Contact Sandy Ruprecht at (320) 252-1670 ext. 6532 for further information.

Other Religious Services are available upon request or available locally in the community. These include those of a Jewish Rabbi, Orthodox priest and others. Please contact the Chapel at (320) 255-6386 for assistance.

An Interfaith Meditation Room is available in Building 50 room 4. A key to access the room is available at the nursing station on Building 50, first floor.

Shared Decision-Making

You may see or hear the words “shared decision-making” during your visit to the VA. Shared decision-making simply means that we will work with you as a partner for your health care. We are happy to give you information about medications, treatments and how to cope with health problems. We will listen to your concerns and your preferences about your care, and we will work with you to make good decisions for your health.

Protective Services & Personal Assistance

All Veterans and their families have a right to access protective services. There are many agencies that are able to help individuals who are having difficulty managing their money or personal living situation. If you or someone you know is being taken advantage of, being abused or neglected, there are agencies that can help.

VA Contact and Resource Staff for Protective Services

Treatment Team Social Worker: If you do not know your treatment team’s social worker, ask any member of your treatment team.

Patient Advocate: (320) 255-6353

Advance Directives

At the St. Cloud VA Medical Center, we use the latest medical treatment to support and sustain life. At times, it is important to do everything possible to bring a person through a health crisis. At other times, some treatments will only prolong the dying process. We recognize that the individual has the right to state how they want to be medically treated if they are unable to voice their wishes. When these wishes are put into writing, they are called an Advance Directive or Living Will. We encourage Veterans to complete an advanced directive and support the Veteran's right to make these decisions. We will honor the Veteran's instructions.

For Further Information

Contact Treatment Team Social Worker

or

Chaplain: (320) 255-6386

Organ Donation

The donation of organs, tissue and eyes has become a successful, routine practice that can save lives. To find out more information about being an organ donor, contact the nursing staff or social worker in the area where you are receiving care.

Your Right to Vote – for Minnesota Residents

Patients who are eligible voters may vote by absentee ballot. You must get an Absentee Ballot from your home precinct. If you intend to remain in the St. Cloud VA Medical Center indefinitely, this is considered your home precinct. Recreation Therapy Voluntary Service is here to help you register to vote and to complete the voting process.

How can I obtain an absentee ballot?

- **In Person / In Advance**

You can get an Absentee Ballot from the office of your county auditor or city clerk in person starting 30 days before Election Day, up until 5:00 p.m. on the day before the election and vote early.

- **By Agent**

You may designate someone, an “agent,” to pick up an absentee ballot from your local election official and bring it to you. An “Agent” is a family member or any person with whom you have had a pre-existing relationship (such as a friend or neighbor) who may act in your place to do certain things.

- **By Mail**

You can apply for an Absentee Ballot at any time. Ballots are mailed to voters who have applied at least 30 days before an election, or as quickly as possible. Absentee Ballots will not be sent more than 30 days before the Election Day.

Are you Registered to Vote?

If you are not already registered to vote in your precinct, your local elections official will send a Voter Registration Application along with the absentee Ballot. This allows you to complete both actions at once and will save time.

How can I vote if I am not a Minnesota resident?

You can apply for an absentee ballot from your place of residence. Each state has its own procedure to follow. Recreation Therapy Voluntary Service can help you identify how to vote in your home state.

If you need help with this process, please contact:

Recreation Therapy Voluntary Service Office

Building 8, Room 106

(320) 255-6365 or dial extension 6365

or

Contact the Recreation Therapist assigned to your unit

Patient & Nursing Home Resident Rights & Responsibilities

The St. Cloud VA is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant as possible. As part of our service to you, to other Veterans and to the nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

Respect and non-discrimination:

You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.

You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA-held funds.

Treatment will respect your personal freedoms. In rare cases, medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.

As an inpatient or nursing home resident, you may wear your own clothes and keep personal items, depending on your medical condition.

As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.

As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.

As a nursing home resident, you may organize and take part in resident groups in the facility. Your family may also meet with the families of other residents.

Patient & Nursing Home Resident Rights & Responsibilities

In order to provide a safe treatment environment for all patients, residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place yourself or others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

Information Disclosure and Confidentiality:

You will be given information about the health benefits you may receive. The information will be provided in a way you can understand.

You will receive information about the cost of your care, if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.

Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations when your VA provider feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.

You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for such injuries.

Participation in Treatment Decisions:

You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care, but you take responsibility for the possible results to your health.

Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.

Patient & Nursing Home Resident Rights & Responsibilities

You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who will provide your care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.

You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision-making and care at the end of life.

If you believe you cannot follow your treatment plan, you have a responsibility to notify your provider or treatment team.

You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and how your treatment is working.

As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.

You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.

You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Committee and/or other staff who are knowledgeable about healthcare ethics.

If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

Complaints:

You are encouraged and expected to seek help from your treatment team or a Patient Advocate (Building T100) or call (320) 255-6353 if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

TELEPHONE NUMBERS

Main VA Phone Number.....	(320) 252-1670
TDD User	(320) 255-6450
Suicide Prevention Hotline.....	1 (800) 273-8255
Billing.....	1 (866) 347-2352
Chaplain Service.....	(320) 255-6386
Eligibility Clerk.....	(320) 255-6340
Fee Basis Clerk.....	(320) 255-6422
Nutrition Clinic.....	(320) 255-6376
Operation Enduring Freedom & Operation Iraqi Freedom Program Office.....	(320) 255-6453
Patient Advocate.....	(320) 255-6353
Pharmacy Refill Line.....	1 (800) 661-0827
Privacy Officer.....	(320) 252-1670, ext. 6810
Public Relations.....	(320) 255-6381
Registration.....	(320) 255-6340
Release of Information.....	(320) 255-6336
Tri-Care.....	(602) 564-2161
Volunteer Service	(320) 255-6365
Primary & Medical Subspecialty Care and Specialty Care Services	
Scheduling	(320) 255-6339
Telephone Care (triage) 8:00 a.m.-4:30 p.m...	(320) 252-1670, option #4
After hours / weekend/holiday telephone care.....	1-866-687-7382
Specialty Clinics.....	(320) 255-6429

Telephone Numbers (continued)

Mental Health Services

Scheduling Clerk (8:00 a.m. to 4:30 p.m. M-F)	(320) 255-6322
Telephone Care.....	(320) 255-6322
After hours telephone care.....	1 (866) 687-7382

Residential Rehabilitation Treatment Program

Admission Information (8:00-4:30, M-F).....	(320) 255-6390
After hours telephone care (Evenings/Weekends).....	1 (866) 687-7382

Extended Care and Rehabilitation Services

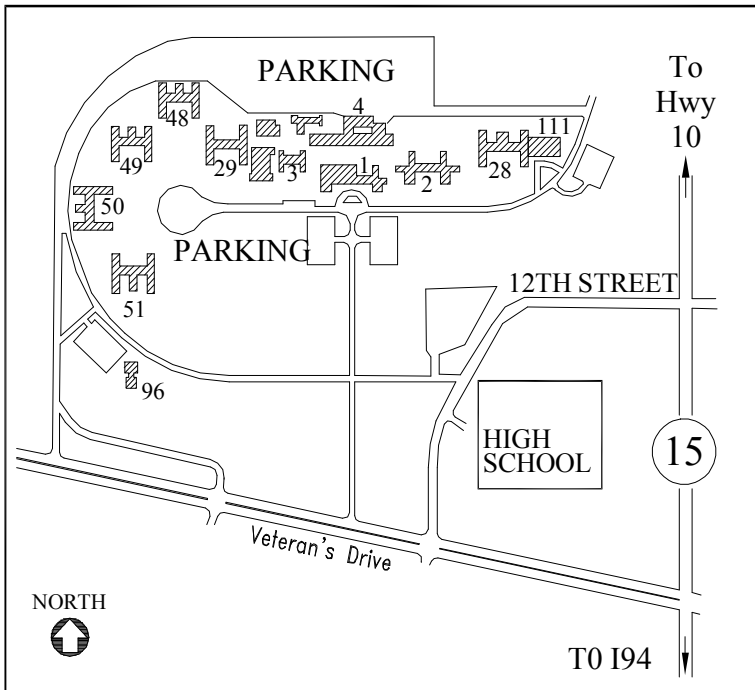
Admissions Coordinator.....	(320) 255-6414
Home Based Community Care.....	(320) 255-6369
Rehabilitation Information.....	(320) 255-6323
Chaplains.....	(320) 255-6386

Community Based Outpatient Clinics (CBOC)

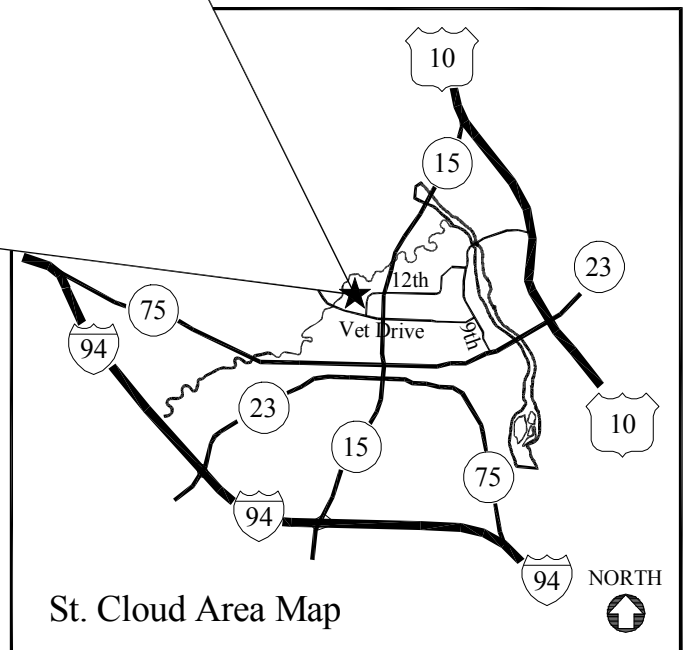
Brainerd CBOC.....	(218) 855-1115
Montevideo CBOC.....	(320) 269-2222

Suicide Prevention Hotline..... 1 (800) 273-8255

Directions to St. Cloud VA Medical Center

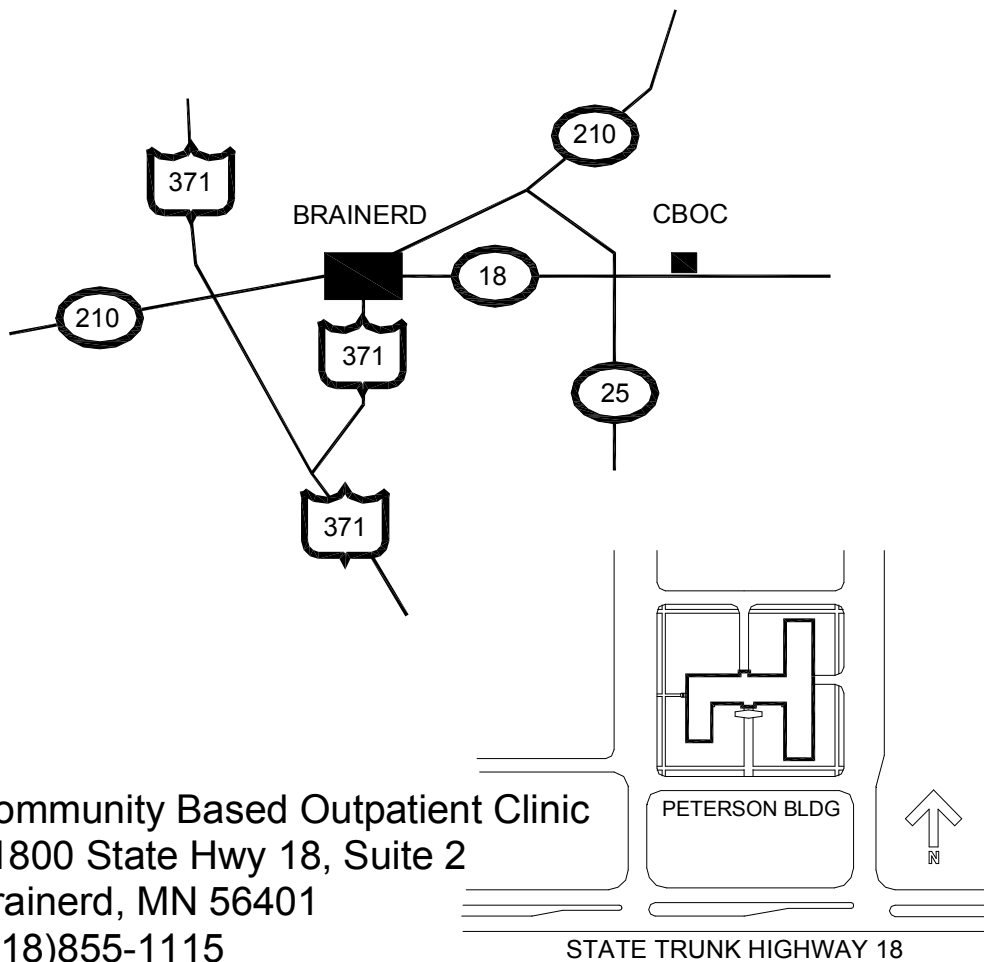


St. Cloud Veterans Affairs Medical Center
4801 Veteran's Drive
St. Cloud, MN 56303



Directions to Brainerd Community Based Outpatient Clinic
Clinic is located in the Peterson Building

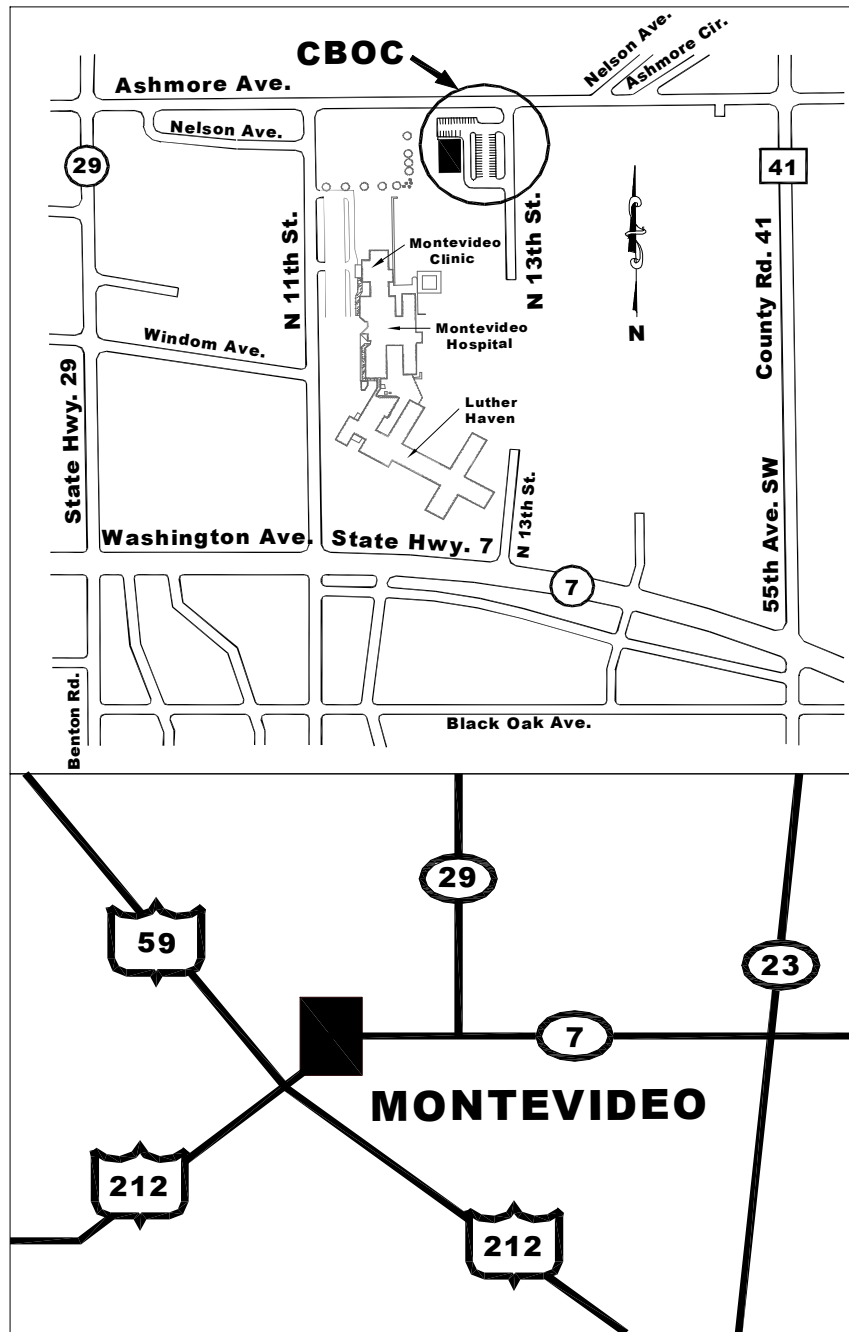
Please note: the Brainerd CBOC will move to a new location at 722 NW Seventh Street in Brainerd, Minnesota in the summer of 2009. Please call (320) 252-1670 or check our Web site, www.stcloud.va.gov for more information.



Community Based Outpatient Clinic
11800 State Hwy 18, Suite 2
Brainerd, MN 56401
(218)855-1115

PETERSON BLDG
BRAINERD REGIONAL HUMAN SERVICES CENTER
BRAINERD, MINNESOTA 56401

Directions to Montevideo Community Based Outpatient Clinic



Montevideo Community Based Outpatient Clinic
1025 North 13th Street
Montevideo, MN 56265
Phone: (320) 269-2222

VA Medical Center
4801 Veterans Drive
St. Cloud, MN 56303-2099

Main Phone: (320) 252-1670

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